



# Office Manager Job Pack

Thanks for your interest in working at Citizens Advice Taunton. This Job Pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice nationally, and Citizens Advice Taunton
- The Job Description and Person Specification
- Terms and conditions
- What we give our staff

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Jon Shoesmith (Chief Executive Officer) by emailing [jon.shoesmith@tauntoncab.org.uk](mailto:jon.shoesmith@tauntoncab.org.uk) or by calling 01823 448958. To submit an application form please send it to [info@tauntoncab.org.uk](mailto:info@tauntoncab.org.uk) (see p10 for further details).

Closing date: Friday January 28<sup>th</sup>, 2022 at 12.00

Interview date: Wednesday February 2<sup>nd</sup>, 2022 (possibly on-line, tbc)

# Key aspects of the role

The Office Manager is a key management role that deals with functions and staff right across the organisation, and directly oversees the following activities;

- ICT infrastructure and user support
- All other office services and supplies
- Health & Safety and premises management
- Delivery of the grant schemes that we administer (including the Local Assistance Scheme)
- Website and social media content
- Information Assurance

**Whilst the responsibilities of the role are often technical (for example ICT, H&S and Information Assurance), candidates do not need to be experts. For all of these functions we have external support services that assist the post.** We however do need candidates to be industrious and to grasp the information they take from those services in order to enact the solutions required.

It is key that the Office Manager makes decisions based on their implications for the advice service and its personnel, around which the whole organisation is oriented.

Duties include responding to issues without notice (for example ICT and the Local Assistance Scheme). It is necessary therefore that they work on site, and when necessary across 4 days of the week.

# Our values

**We're inventive.** We're not afraid of trying new things, and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

**1. We're local and we're national.** 6 national offices offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How Citizens Advice Taunton works

Citizens Advice Taunton (CAT) delivers advice and support to more than 8,000 people every year. We do this by providing the following services:



**Generalist Face-to-Face Advice Service** – face-to-face advice delivered by our team of 70+ volunteers (receptionists, advisers and administrators) who are supported by paid Advice Supervisors. In 2019/20 our advice teams helped 7,932 clients with nearly 24,000 issues.



**Somerset Adviceline** – a telephone advice service delivered in partnership with all Citizens Advice Offices in Somerset. The service is staffed mainly by volunteer advisers.



**Email advice** – we deliver advice via our website email submission form. This service is staffed by volunteer advisers and ensures that people who cannot call or visit receive the same quality of advice.



**Outreach Services** – face-to-face advice delivered by volunteer advisers. These services are delivered in Wellington, Priorswood and Halcon.



**In-reach Service** – face-to-face advice delivered by a paid specialist adviser to inpatients at Wellesley Hospital.



**Equality and Diversity** – We apply core values of dignity, respect, equality and non-discrimination, based on our common humanity. We seek to foster empowerment and participation at all levels.



**Research & Campaigns** – we collect evidence of the issues facing our clients and groups within the community, and we use this evidence to challenge unfairness and influence decision makers at local, regional and national level.



**Dedicated Projects** - We work in partnership with local and national partners to deliver a number of additional paid staff projects, including:

**One Teams Money Matters:** our One Team Advisers provide debt advice to people living in a One Team area (Wellington, Halcon and Priorswood).

**Macmillan Benefits Advice Service:** provides benefit advice and Macmillan grant applications to people affected by cancer. The service is delivered by telephone, email, and face-to-face at our main office, the Beacon Centre, St Margaret's Hospice and home visits.

**Multiple Sclerosis Access-to-Advice:** provides advice and information on any subject to people affected by MS in the former Taunton Deane area. The service is delivered by telephone, email, and face-to-face at our main office and home visits.

**Pension Wise:** guidance is available for people approaching aged 50 or over who have a defined contribution pension. Appointments are delivered across Somerset and beyond.

**Litigants in Person:** this project provides advice and assistance to survivors of Gender Violence and Abuse, to help them understand and complete the court processes required to arrange the protection they need from their perpetrator.

**Open Mental Health:** Working in partnership with an array of statutory and voluntary agencies to support those experiencing mental health difficulties to resolve problems affecting their quality of life and continued recovery.

**Homelessness Reduction Act Debt:** this is for clients approaching the local housing authority under the Homeless Reduction Act (which extended housing authority duties to people who were previously ineligible for their help). Our role is to provide debt advice, with the aim of averting the homelessness those people face.

**Psychiatric in-reach advice:** we provide a holistic advice service to in-patients at a local hospital, helping them to prepare for their return to the community, or to manage their affairs during their treatment.

**Money and Pensions Service Increasing Capacity project:** this national project was set up to increase the availability of debt advice following the upturn in financial hardship resulting from the Covid pandemic.

**Young Citizens Advice Somerset:** on behalf of all the CA Offices in the county, this project is tasked with increasing access for, and relevance to, clients aged under 25.

**Universal Credit- Help to Claim:** this service helps people complete the Universal Credit application process and to prepare the evidence required, and to get their claim into payment.

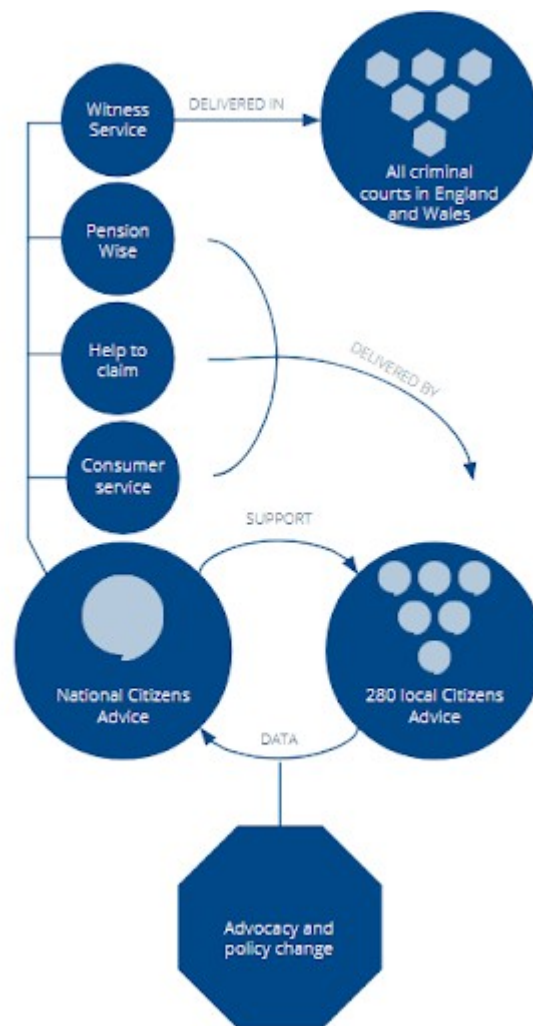
# Overview of Citizens Advice

The Citizens Advice service is made up of the national charity and a network of around 250 local Citizens Advice members.

National we offer:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons
- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



## The Citizens Advice aims:

To provide the advice people need for the problems they face.

To improve the policies and practices that affect people's lives.

## The Citizens Advice principles:

To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

## The role

**Responsible to:**

Chief Executive Officer.

**Salary:** £26,000 (pro rata) depending on experience

**Hours:** 26.25 hours per week, work pattern to be agreed

**Job location:** Taunton

**Contract type:** Permanent



## Job Description

### Planning and Development

- Contribute to the continuous improvement of operations, streamline work processes, and ensure premises and systems work efficiently
- Participate in initiatives as appropriate and contribute to the work of associated committees and working parties
- As a manager working across the organisation, contribute to the management team's awareness of the problems and opportunities facing staff, and contribute to the positive spirit of the organisation

### ICT and Information Assurance

- Maintain oversight of our ICT requirements and the solutions available, and lead the development and implementation of ICT strategy
- Manage the configuration of our ICT systems
- Resolve IT user problems and maintain procedural instructions for staff
- With the direction and participation of our IT contractor ensure the security, licensing, updating and back up of our IT systems and equipment
- Refer more difficult questions to our IT contractor or the Citizens Advice IT Service Desk
- Manage the Information Asset Register and monitor our Information Assurance compliance in partnership with other Managers

### Health & Safety, Premises and Equipment

- Act as the H&S Officer and manage our premises (including sub-tenants), including its accessibility



- Procure office services and supplies, including insurance
- Monitor the implementation of the Health and Safety Policy and procedures
- Undertake required Risk Assessments and COSHH checks, ensure compliance and implement risk management controls
- Undertake DSE assessments
- Assess office and home working environments and address issues
- Maintain an inventory of all equipment, and manage its allocation, replacement and retrieval
- Line manage the Cleaner

### **Grants Administration**

- Act as the lead officer for the Local Assistance Scheme
- Administer other grant schemes

### **Communications and People**

- Deliver information and induction sessions to staff on H&S and ICT matters, and arrange external training when required
- Assist with making arrangements for events such as our quarterly and fortnightly staff meetings and the AGM
- Assist with the desktop publishing of our promotional literature and our communications with supporters
- Manage social media and website content in keeping with our brand and also our writing and communication styles
- Prepare the weekly staff briefing

### **Learning and development**

- Identify and implement own learning and development needs
- Keep up to date with policies and procedures and undertake relevant training

### **Other duties and responsibilities**

- Uphold the aims and principles of the CA service and its equal opportunities policies
- Assist the CEO with HR related administration at times
- Carry out other related tasks as required to ensure the smooth running of the office



# Person Specification

## Essential knowledge, experience and abilities:

### ICT and Information Assurance

- Good understanding of Microsoft, Google and other IT systems, and of troubleshooting
- Working with colleagues to resolve difficulties they are experiencing
- Working knowledge of GDPR and Information Assurance

### H&S and Premises

- Understanding of the various services and supplies required by an office like ours
- Risk Assessment (and management) and COSHH
- Streamlining processes

### Communications

- Ability to learn how to manage the content and technicalities of websites and social media channels
- Preparing communications and guidance to staff
- Delivering information and induction sessions to staff

### General

- Good understanding of Equality, Diversity and Inclusion and how it pertains to the management of our people and premises
- Thriving in an unpredictable environment
- Monitoring and maintaining own standards
- Managing or assisting processes of change, and promoting a positive attitude to that
- Managing functions and working as part of a leadership team
- Working on own initiative, prioritisation and meeting deadlines
- Excellent interpersonal skills
- Working successfully to improve the accessibility of services
- Understanding of the aims and principles of the CA service a
- Ability to travel to other offices

## Desirable knowledge, experience, abilities and qualifications:

- Line managing or supporting staff
- H&S training
- Information Assurance training
- Managing websites and social media channels
- DSE assessments

In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

## Applying for this role

Along with this Job Pack our website also contains the following documents; (<https://citizensadvice.taunton.org.uk/vacancies/>);

- Application Form
- Guidance Notes for applications
- Diversity Form

## How to complete the application?

On the Application Form please be careful to **demonstrate how you meet the essential criteria listed in the Person Specification**. Please outline any relevant experience or examples in no more than 200 words per criteria. When assessing applications, we make decisions based on the quality and relevance of the evidence you provide of how you meet the Person Specification.

See the Citizens Advice blog with some helpful tips on what we're looking for in a good application, and how we score them here - [5 tips to make your job application stand out](#).

Please also see the Guidance Notes for applicants.

You may wish to use the S.T.A.R. method when outlining how you meet our requirements:

- **Specific** – give a specific example
- **Task** – briefly describe the task/objective/problem
- **Action** – tell us what you did
- **Results** – describe what results were achieved



# What we give our staff

**Annual leave** - 22 days per year (increasing by one day per year, after 2 years of service, to a maximum 26 days) plus bank holidays [pro rata for part-time employees].

**Pension contributions** - an employer contribution of 5% to our chosen scheme.

**A commitment to your development** – helping you achieve is important to us at Citizens Advice Taunton. Training will be provided and we will work collaboratively with you to identify your learning and development needs, and to assist you to reach these goals.

**Employee Assistance Programme** - everyone working at Citizens Advice has immediate access to professional and completely confidential counselling services.